



December 7, 2011

Via Electronic Filing

Marlene H. Dortch
Secretary
Federal Communications Commission
445 Twelfth Street, S.W.
Washington, DC 20554

Re: *Ex Parte* Presentation, WC Docket Nos. 11-42, 03-109, CC Docket No. 96-45

Dear Ms. Dortch:

On December 5, 2011, Sarah Hoit, CEO, and Andrew Lowenstein, Chief Operating Officer, both of Connected Living, Inc. ("CL"), met first with Melissa Conway of the Consumer & Governmental Affairs Bureau, Garnet Hanly of the Wireline Competition Bureau and Jordan Usdan of the Office of the Chairman, and second with Commissioner Mignon Clyburn and Angela Kronenberg of the Commissioner's office.

CL offers innovative computer training, administrative tools and support to get seniors online. CL is the awardee of a U.S. Department of Commerce Broadband Technology Opportunities Program grant for the program "Getting Illinois Low Income Seniors and People With Disabilities Online" and also is implementing broadband adoption programs for the Boston Housing Authority, the Atlanta Housing Authority and other providers of low income housing as described in past comments in this proceeding.¹

At both meetings on December 5, CL stressed the critical importance in getting more low income and disadvantaged seniors online because of the positive impact of digital literacy on decreasing isolation and depression, increasing access to job training, and creating cost savings on health care.

CL discussed the results of several of its demonstration projects and agreed to share data from studies that it or third party evaluators and researchers are conducting into the efficacy and outcomes of CL's (and other's) broadband adoption programs in getting seniors online.

CL discussed our interest in working with government entities, non-profit organizations or public/private partnerships to get un-served or underserved low income seniors online. Specifically, CL reported that it has met with Kelley Dunne of

¹ See Lifeline/Link Up Comments on Broadband Pilot Program, WC Docket Nos. 11-42, 03-109, CC Docket No. 96-45, filed by Connected Living, Inc., on August 26, 2011

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One Economy to discuss the Connect to Compete project and the possibility of CL helping in the planning and development of potential efforts that target the senior segment.

CL reiterated its support for broadband adoption program pilots that may be created in conjunction with Universal Service Fund reform. Garnet Hanly reported that the FCC is still working out the details of a potential broadband pilot competition but that, due to statutory considerations, the applicant pool for any potential pilot will likely be restricted to Eligible Telecommunications Carriers (ETCs) and their partners.

In a general discussion on broadband adoption, Jorday Usdan suggested that there was some interest around a health study for seniors and or accessing funds from insurance companies or health organizations to pay for broadband adoption programs. He also requested any data CL might have on the impact of broadband on building operations for HUD financed buildings.

In the meeting with Commissioner Clyburn, CL explained how Connected Living Ambassadors (trainers) are already functioning as a private and volunteer Digital Literacy Corps for BTOP and HUD funded demonstration programs.

CL invited members of the FCC to attend a conference for researchers, practitioners and advocates on Getting Seniors Online currently anticipated to be held at the end of February 2012.

Pursuant to Section 1.1206 of the Commission's rules, a copy of this letter is being filed via ECFS with your office. Please do not hesitate to contact the undersigned with any questions.

Sincerely

/s/ Andrew Lowenstein

Andrew Lowenstein

Attachments

cc: Mignon Clyburn
Angela Kronenberg
Melissa Conway
Garnet Hanly
Jordan Usdan
Kelley Dunne, Connect to Compete
Joanne Hovis, CTC
Francine Jefferson, NTIA
Don S. Samuelson, DSSA Strategies

Attachment A: Atlanta Housing Authority Community Statistics as of November 30, 2011



November 2011 AA=Active Accounts DD=Digital Directory Photos	Resident Census	Total AA in portal	AA: C	Total DD in portal	DD: C	AVG # Res Computer Learning Class (CLC)	CLC: C	% Change Last Month	Total Sign- ons (SO)	SO: AA	Laundry / Discussion Group (DG) AVG Attendance	DG: C
Barge Rd (July 2011)	129	66	51.2%	66	51.2%	26	20.2%	25.5%	112	169.7%	8	6.2%
Cheshire Bridge (Oct 2011)	169	67	39.6%	67	39.6%	20	11.8%	19.6%	335	500.0%	9	5.3%
Cosby Spear (July 2010)	282	213	75.5%	213	75.5%	42	14.9%	41.3%	847	397.7%	18	6.4%
East Lake (July 2011)	148	89	60.1%	89	60.1%	36	24.3%	35.4%	221	248.3%	9	6.1%
Georgia Ave (July 2011)	80	52	65.0%	52	65.0%	24	30.0%	23.4%	145	278.8%	13	16.3%
Hightower Manor (July 2011)	127	94	74.0%	94	74.0%	21	16.5%	20.6%	433	460.6%	14	11.0%
Juniper & 10th (July 2011)	148	57	38.5%	57	38.5%	44	29.7%	43.6%	246	431.6%	12	8.1%
Marian Rd (July 2011)	272	68	25.0%	68	25.0%	28	10.3%	27.8%	80	117.6%	6	2.2%
Marietta Rd (July 2011)	129	65	50.4%	65	50.4%	21	16.3%	20.5%	221	340.0%	11	8.5%
Piedmont Rd (July 2011)	225	86	38.2%	86	38.2%	26	11.6%	25.6%	99	115.1%	12	5.3%
Peachtree Rd (Oct 2011)	211	103	48.8%	103	48.8%	42	19.9%	41.5%	399	387.4%	20	9.5%
AHA TOTAL	1920	960	50.0%	960	50.0%	330	21.1%	0.0%	3138	326.9%	132	6.9%
Connected Living Total	1920	960	50.0%	960	50.0%	330	21.4%	0.0%	3138	326.9%	132	6.9%

Explanation: In the past six months since Connected Living launched its broadband adoption program in all 11 Senior High Rise Communities of the Atlanta Housing Authority, 50% of the resident census has maintained an active account on the Connected Living Network (a secure and simplified web portal that provides email, photo sharing and social network platform) and go online daily (our statistics indicate that of this usage, residents sign on the Connected Living Network at least once per week). 20% of residents have graduated beginner CL/Computer literacy classes and moved onto intermediate classes. Connected Living is currently training another 20% of residents in beginner classes (adding up to almost one half of the residents in the 11 communities have finished or are finishing learning how to send email, surf the web, and download and upload photos).

Attachment B: Statistical Overview of BTOP Program "Getting Illinois Low Income Seniors and People with Disabilities Online" as of 12/7/11

Reach of awareness-raising programs		
Building Marketing-Personal Invitations	128,410	The number of unique Grant Collaborator Building Residents who were reached through the efforts of each Trainer as they use Building Marketing/Personal Invitations in order to create awareness among Residents, Family, and Friends.
Outreach programs -News/Media	849,745	The number of Illinois-based individuals reached through documented circulation of local and regional Connected Living Press Releases and newspaper articles.
Awareness Programs to Potential Outreach Trainees	1,182	The number of neighborhood participants who have received information about the Connected Living/BTOP-IL Training Program through small group presentations.
Awareness Programs BTOP Leadership Team, CPM's and/or Collaborators to Influencers	1,424	The number of senior-industry members who have received information about the Connected Living/BTOP-IL Training Program through small and large group presentations.
Total	978,155	
Participating in computer learning center programs		
In Program Buildings	1,707	The number of Grant Collaborator Building Residents who have participated in at least 1 Connected Living Computer/Internet Training Class
In Surrounding Neighborhoods	1,346	The number of neighborhood members living in Grant Collaborator Building's surrounding neighborhoods who have participated in at least 1 Connected Living Computer/Internet Training Class
Total	3,071	
Certificate of completion		
In Program Buildings	1,092	The number of Residents that have completed the 12 session Connected Living Computer/Internet Training Class across 23 buildings, met the attendance requirements of the Class, and passed the Digital Literacy Assessments
In Surrounding Neighborhoods	714	The number of neighborhood participants surrounding the 23 buildings that have completed the 12 session Connected Living Computer/Internet Training Class, met the attendance requirements of the Class, and passed the Digital Literacy Assessments
Total	1,806	
New subscribers to the Internet		
In Program Buildings	648	The number of Residents that have completed the 12 session Connected Living Computer/Internet Training Class across 23 buildings, met the attendance requirements of the Class, passed the Digital Literacy Assessments and are now subscribed to the Grant-subsidized internet
In Surrounding Neighborhoods	450	The number of neighborhood participants surrounding the 23 buildings that have completed the 12 session Connected Living Computer/Internet Training Class, met the attendance requirements of the Class, passed the Digital Literacy Assessments, and have acquired NEW broadband connections for their homes
Total	1,098	
Receive subsidized Computer		
In Program Buildings	1,089	The number of Residents that have completed the 12 session Connected Living Computer/Internet Training Class across 23 buildings, met the attendance requirements of the Class, passed the Digital Literacy Assessments and have received new laptops for their personal use
Total	1,089	
Receive subsidized REFURBISHED Computer		
In Surrounding Neighborhoods	442	The number of neighborhood participants surrounding the 23 buildings that have completed the 12 session Connected Living Computer/Internet Training Class, met the attendance requirements of the Class, passed the Digital Literacy Assessments, and have received a refurbished desktop computer for their residence
Total	442	

Attachment C: Detailed Statistics from BTOP Program “Getting Illinois Low Income Seniors and People with Disabilities Online” as of 11/30/11

Community Name	Number of Unique Logons in Building	Number of Building Residents	% of Building Residents that have ever been on portal (expectation thru November is 66%)	Session #1 Graduated	Performance Metric % Session 1	Session #2 Graduated	Performance Metric % Session 2	Sessions #1 + #2	Session #3 Graduated-- numbers will increase - reflects early accelerated grads	Performance Metric % Session #3	Total Graduated (thru Nov 30)	Percentage of Total Building Resident Graduating (thru Nov 30)
Mazon Park Place	21	24	88%	14	58%	2	8%	67%	1	0%	16	67%
Hollis House	29	49	59%	20	41%	3	6%	47%	1	2%	24	49%
Sancta House	60	59	102%	18	31%	5	8%	39%	9	15%	32	54%
Etons Mccoy Village	39	62	63%	7	11%	11	18%	29%		0%	18	29%
Washington Apartments	31	72	43%	15	21%	8	11%	32%		0%	23	32%
The Oaks	61	75	81%	15	20%	23	31%	51%	3	4%	41	55%
Churchview Supportive Living	37	84	44%	10	12%	3	4%	15%	4	5%	17	20%
Senior Suites of Bridgeport	56	86	65%	19	22%	18	21%	43%	4	5%	41	48%
Azzarelli Tower	66	96	69%	34	35%	14	15%	50%	4	0%	48	50%
Saratoga Tower	59	97	61%	33	34%	14	14%	48%	6	6%	53	55%
Midtown Tower	82	97	85%	28	29%	15	15%	44%	5	5%	48	49%
					29%			42%				46%
Hillside Heights	77	122	63%	39	32%	15	12%	44%	4	3%	58	48%
Olesen Plaza	74	140	53%	26	19%	6	4%	23%	3	2%	35	25%
Golden Years Plaza	88	150	59%	48	32%	12	8%	40%	1	1%	61	41%
Park Terrace	86	161	53%	31	19%	11	7%	26%	4	2%	46	29%
Bethel New Life	66	167	40%	26	16%	5	3%	19%		0%	31	19%
					23%			30%				32%
North Main Manor	138	170	81%	35	21%	3	2%	22%	10	6%	48	28%
Sunset Heights	119	173	69%	40	23%	26	15%	38%	11	6%	77	45%
John F. Kennedy	77	182	42%	34	19%	19	10%	29%	5	3%	58	32%
Adlai Stevenson	128	182	70%	47	26%	52	29%	54%		0%	99	54%
Spring Valley	66	185	37%	33	18%	9	5%	23%	4	2%	46	25%
Wills Park Tower	109	195	56%	54	28%	30		27%		0%	84	43%
Spencer Towers	136	207	66%	34	16%	22	11%	37%	32	15%	88	43%
					26%			36%				45%
Total	1707	2835		660	26%	326		36%	106		1092	41%